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| ***TENDER NO:*** | ***SCCC/EST/2022/002*** |



**UEN Registration No.: 201309577Z**

INVITATION TO TENDER FOR PROVISION OF SECURITY SERVICES AND THE SUPPLY OF SECURITY OFFICERS FOR A PERIOD OF TWENTY-FOUR (24) MONTHS WITH AN OPTION TO EXTEND FOR TWELVE (12) MONTHS AT THE SINGAPORE CHINESE CULTURAL CENTRE

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| **INVITATION TO TENDER** |

1. Singapore Chinese Cultural Centre invites your tender to offers for the provision of security services and the supply of security officers at the Singapore Chinese Cultural Centre (SCCC).

2. The following documents that form part of this Tender Document have been prepared to enable prospective vendors to tender for the above mentioned works that would meet the SCCC’s requirements and specifications. These forms may be obtained from **https://singaporeccc.org.sg/tenders-quotations/.**

* Tender Guidelines
* Conditions of Contract
* Draft Banker’s Guarantee
* Technical Specification
* Tenderer’s Offer (FORM A)
* Tenderer’s Profile (FORM B)
* Price Schedule of Tenderer’s Offer (FORM C)
* Tenderer’s Proposal – Equipment Specifications (FORM D)
* Tenderer’s Proposal – Equipment Support and Maintenance (FORM E)
* Tenderer’s Proposal – Software Support (FORM F)
* Tenderer’s Proposal – Training (FORM G)
* Major Projects completed by Tenderer’s Company within the 3 years (FORM H)
* Current Projects undertaken by Tenderer’s Company (FORM I)
* Profile of Tenderer’s Project Team (FORM J)
* Tenderer Compliance List (FORM K)
1. The Tenderer is required to complete and submit the following documents in sealed envelope, together with all technical data on the equipment and any other supporting data or relevant information in a ring bound A4 folder, in duplicate, to SCCC before the closing date of tender:
* Tenderer’s Offer (FORM A)
* Tenderer’s Profile (FORM B)
* Price Schedule of Tenderer’s Offer (FORM C)
* Tenderer’s Proposal – Equipment Specifications (FORM D)
* Tenderer’s Proposal – Equipment Support and Maintenance (FORM E)
* Tenderer’s Proposal – Software Support (FORM F)
* Tenderer’s Proposal – Training (FORM G)
* Major Projects completed by Tenderer’s Company within the 3 years (FORM H)
* Current Projects undertaken by Tenderer’s Company (FORM I)
* Profile of Tenderer’s Project Team (FORM J)
* Tenderer Compliance List (Form K)
1. The closing date for submission of tender is **07 October 2022, 2.00 pm.** Incomplete or late submission of the required documents will render the Tender Offer liable to be disqualified.
2. **A compulsory site briefing will be conducted on 21 September 2022 at 10 am at 1 Straits Boulevard, Singapore 018906. You are required to register for the briefing at the following email estates@singaporeccc.org.sg by 20 September 2022, 12pm.**
3. The Tender will be evaluated based on the Eligibility and Evaluation Criteria in the Technical Specifications.
4. Schedule of payments is thirty (30) days after the successful completion of the Project Handover.
5. Liquidated damages will be charged at **10%** of tender award per week for each week’s delay (and a proportionate part of this amount for delay for any period of less than a week).

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| **tender GUIDELINES** |

1. **DEFINITIONS**

1.1 All terms used in the Tender Guidelines, which are defined under clause 1 of the Conditions of Contract, shall have the meanings so described to them.

1. **SUBMISSION OF TENDER**
	1. The tenderer shall complete and sign the Tender’s Offer and complete all parts of this Tender Document required to be completed by a tenderer.
	2. The Tenderer shall submit this Tender Document in a seal envelope deposit by hand into the Tender Box located at SCCC by the stipulated date and time. The tenderer shall mark the top left hand corner of the envelope with:

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| ***SCCC/EST/2022/002******07 October 2022, 2.00pm******Tenders in sealed envelopes are to be deposited into the Tender Box located at 1 Straits Boulevard, L1 Lift lobby.******Singapore Chinese Cultural Centre*** |

* 1. Tenders submitted after the stipulated date and time will not be accepted.
	2. Incomplete submission of the required documents will render the Tender Offer liable to be disqualified.
	3. The Tenderer shall also submit samples of the goods and/or packages if SCCC so requests.
* Such samples shall be delivered at the site and by the time stipulated in the Invitation to Tender and should be marked clearly with the Tender number, item number and the name of the tenderer. Failure to provide the required samples at the stipulated time may render the tender liable to be disqualified.
* The tenderer shall indicate whether he wishes the samples to be returned. If no indication is given, SCCC shall not be obliged to return any samples to the tenderer.
* All cost, including but not limited to all shipping and transportation duties incurred in providing and delivering such samples to SCCC shall be borne by the Tenderer.

#### 2.6 Tenderers shall submit the tender and supporting brochures/handbooks in the number of sets as specified in the Invitation to Tender. One set is to be marked “original” and the other set is to be marked “copy”.

##### 2.7 All expenses incurred in the preparation of this tender shall be borne by the Tenderer.

1. **GOODS AND SERVICES TAX (GST)**
	1. The tenderer shall not include any Goods and Services Tax (GST) in the Price Schedule of Tender’s Offer.

3.2 The tenderer shall declare his GST status in his tender. He shall clearly indicate whether he is, or whether he will be a taxable person under the GST Act. He shall, if available, furnish the GST registration number to SCCC.

##### 3.3 If the Tenderer is a taxable person under the Singapore GST Act, SCCC will pay the Tenderer, in addition to the rates and prices proposed, the GST chargeable on the supply of Goods and Services provided pursuant to this tender.

3.4 A Tenderer who declares himself to be a non-taxable person under the GST Act but who becomes a taxable person after the award of the tender shall forthwith inform SCCC of his change in GST status. He shall be entitled to claim from SCCC any GST charged on the supply of the Goods or Services made by him after his change in GST status.

1. **QUERIES**
	1. Any queries in respect of this Tender Document or any matter related thereto may be submitted in writing to **Mr Alvin Thong** (email: estates@singaporeccc.org.sg) before **03 October 2022, 2pm.**
	2. SCCC reserves the absolute right not to entertain or respond to any query, which, in the SCCC’s opinion, is inappropriate or improper.
	3. On submitting his tender, the Tenderer shall be deemed to have examined this Tender Document and site conditions and satisfied himself with regard to any query on this Tender Document.
2. **PRESENTATION**

5.1 The Tenderer shall, on the request of SCCC, make a presentation on such aspects of his tender as may be required by SCCC.

## **Validity period**

6.1 Tenders submitted shall remain valid for acceptance for a period of **180 days** commencing on the closing date. This validity period may be extended by mutual consent in writing of SCCC and the Tenderer.

1. **AWARD**
	1. SCCC shall be under no obligation to accept the lowest or any tender.

7.2 SCCC shall normally not enter into correspondence with any tenderer regarding the reasons for non-acceptance of a tender.

7.3 SCCC reserves the right to accept the whole or any part(s) of the Tender Offer as it may decide, unless the Tenderer expressly stipulates in its Tender Offer that certain parts of the Tender Offer are to be treated as indivisible. The prices shall be adjusted in accordance with the schedules of prices set out in the Tender Offer.

7.4 The Letter of Acceptance issued by SCCC shall create a binding contract on the part of the tenderer to supply to SCCC the goods and/or services offered in the tender.

7.5 The Contract shall be governed by the Conditions of Contract.

7.6 SCCC shall notify a successful tenderer of its acceptance of his tender, whether in whole or in part, by sending a purchase order or letter of acceptance by post to that tenderer and the posting of the purchase order or the letter of acceptance shall be deemed good service of such notice.

* 1. SCCC may at its discretion require the tenderer to sign a written agreement.
	2. SCCC may make awards to more than one tenderer.
	3. Tenderer may submit alternative offer to the tender specifications, however SCCC reserved the rights not to accept the alternative offer

**8. VARIATIONS**

8.1 SCCC reserves the right to negotiate with the tenderer, where exceptional circumstances so necessitate, to vary any provision or part of this Tender Document without reference to any other party. Any such variation shall be subject to the mutual consent in writing of SCCC and the Tenderer.

**9. SECURITY DEPOSIT**

Within ten (10) days of the Date of Contract, the tenderer shall deposit with SCCC, if so requested by SCCC, the Security Deposit or the Banker’s Guarantee, as the case may be, required under the Conditions of Contract

**10. INSURANCE**

Within ten (10) days of the Date of Contract, the tenderer shall deposit with SCCC copies of the insurance policies and premium receipts therefore required under the Conditions of Contract.

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| **Conditions of contract** |

**1. DEFINITIONS**

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| SCCC: | Singapore Chinese Cultural Centre |
| Tenderer: | The company who submits this Tender Document |
| Contractor: | The Tenderer whose tender has been accepted in whole or in part |
| Contract Price: | The sum stated in the Form of Tender by the contractor as the price for carrying out and completion of the works |
| Works: | The supply, delivery to and installation at the Site of the equipment and /or services in conformance and accordance with the Technical Specifications and drawings |
| Site:  | The premises on SCCC, (Shenton way) or any other site designated by SCCC |
| System Completion Date: | The date which all equipment and/or services shall be functional / ready as specified in the Technical Specifications |
| Warranty Period: | The period during which the contractor, at his own expense, shall make good to the satisfaction of SCCC and shall promptly attend to any defects whatsoever in the works as per clause 5 of the Condition of Contract |
| Acceptance Test: | Any applicable functional and/or compliance testing carried out as per clause 6 of the Condition of Contract |
| Performance Requirements:  | The acceptance standards of the Acceptance Test as per clause 7 of the Condition of Contract |
| Security Deposit:  | A refundable sum that placed with SCCC by the Contractor as security for the due performance and observance of the Contractor’s obligation to this Contract as per clause 19 of the Condition of Contract |
| Banker’s Guarantee: | A letter issued from a bank undertaking the guarantee payment of Security Deposit upon demand by SCCC for the purpose stated in clause 19 of the Condition of Contract |

**2. Scope of Contract**

2.1 The contractor shall carry out and complete the supply of all items of goods and /or services in accordance with the contract in every respect and to the directions and satisfaction of SCCC. Unless otherwise stated in the contract, all goods shall be newly manufactured goods.

2.2 The contractor shall do or supply all things, free of charge, which are not expressly specified in this Tender Document but which may be necessary for the proper completion of the Works, or obviously required to be done or supplied in the context of this Tender Document and/or in view of the conditions on the Site.

**3. DOCUMENTATION**

3.1 The contractor shall undertake to supply SCCC with one (1) complete set of comprehensive documentation on all aspects of the equipment/services including documentation to be used for planning, design, installation, operation, maintenance, administration and training purposes. All sets of such documentation shall be of the latest version.

3.2 In the event of any conflict between the provisions of any documentation or information or data supplied by the contractor including the supporting data, and the provisions of this tender document exclusive of the supporting data, the provisions of this Tender Document shall prevail unless SCCC agrees otherwise in writing.

**4. SYSTEM COMPLETION DATE**

* 1. The contractor undertakes that the equipment/services shall be delivered, fully installed and operational within the specified period. The contractor shall be entitled to a reasonable extension of time for delays caused by the following:
* force majeure; or
* damage or delay not caused by or due to the wilful act or default or negligence of the contractor or his employees, agents or any person for whom the contractor is responsible.

 provided that:

* in respect of all the above events, the contractor has not himself been at fault in failing to guard against or prevent or minimise such delays or damage; and
* the contractor shall make his claim in writing to SCCC for any extension of time within seven (7) days of the date he claims such event took place failing which he shall be deemed to have waived any right he may have hand to such extension.

##### 4.2 In the event of failure by the contractor to deliver any item of goods or complete the performance of services by the date specified in the contract other than due to the circumstances provided above, SCCC shall have the right

* to cancel all or any items of goods or services from the contract without compensation and obtain them from other sources and all increased costs thereby incurred shall be deducted from any moneys due or to become due to the contractor or shall be recoverable as damages; or,
* to require the contractor to pay or allow SCCC to deduct from any moneys due or become due to the contractor’s sum, calculated at the rate as specified in the Invitation To Tender as liquidated damages until the goods are delivered and the services are performed.

**5. WARRANTY PERIOD**

5.1 There shall be a warranty period during which the contractor, at his own expense, shall make good to the satisfaction of SCCC and shall promptly attend to any defects whatsoever in the works.

5.2 The duration of the warranty period shall be the period specified in the “Tenderer’s Proposal – Equipment Support and Maintenance” and “”Tenderer’s Proposal - Software Support” commencing the day following the date of the successful completion of the Acceptance Test or the last test to be conducted. When SCCC does not require any test to be conducted, the warranty period shall commence the day following the date on which the equipment is fully installed and operational. Provided always that the duration of the warranty period shall not be less than one (1) year.

5.3 Where SCCC considers appropriate, it may in its absolute discretion require a separate warranty period in respect of each or any item or part of the equipment delivered. The duration of any such warranty period shall be the specified period, commencing the day following the date of the successful completion of the last test conducted on the said item or part of the Equipment or if SCCC so agrees from the date such item or part of the equipment is installed and operational. Provided always that the duration of any such warranty period shall not be less than one (1) year.

**6. ACCEPTANCE TEST**

* 1. If SCCC so required, the equipment and/or service will be subject to an acceptance test conducted by SCCC in accordance with such procedure(s) and method(s) as SCCC may in its absolute discretion deem fit for the purpose of confirming and verifying that the functions, features and performance of the Equipment meet the requirements and standards stipulated in the Technical Specifications.
	2. The Acceptance Test shall be conducted and completed within a period of thirty (30) days from the date of completion of the installation of the equipment. This period may be extended upon mutual agreement to ninety (90) days.
	3. SCCC may conduct such other tests on each item or part of the equipment in accordance with such procedure(s) and method(s) as SCCC may in its absolute discretion deem fit for the purpose of confirming and verifying that the functions, features and performance of such item or part meet with the requirements and standards stipulated in the Technical Specifications which are applicable to such item or part. Such tests may be conducted, at the discretion of SCCC, in addition to or substitution of the Acceptance test and shall be completed before the expiry of the period stipulated.

**7. PERFORMANCE REQUIREMENTS**

7.1 The equipment when installed must comply with such performance requirements as may be mutually agreed to in writing between SCCC and the Contractor in order to be acceptable to SCCC.

**8. WARRANTIES**

8.1 The contractor warrants to SCCC that the equipment is suitable for and shall meet the requirements set out in the Technical Specifications.

8.2 The contractor warrants that the equipment when operational shall meet the standards of the Acceptance Test and such other test(s) conducted and the Performance Requirements.

8.3 The Contractor warrants that all information and data given in the tender submission documents are accurate.

8.4 All equipment and materials and supporting documentation not mentioned or included in this Tender Document but which may be necessary for the proper operation and functioning of equipment to the standards of the Acceptance Test and such other test(s) conducted and the Performance Requirements shall be provided by the Contractor to SCCC free of charge.

8.5 The contractor warrants that the performance of this contract and the use of the equipment by SCCC shall not infringe any patent, copyright, trade secret or other property right of any third party and the contractor shall obtain without charge to SCCC any licences as are necessary for the purposes of this contract from any third parties in respect of such rights.

**9. SUPPORT AND MAINTENANCE SERVICES**

9.1 The contractor shall provide the support and maintenance services as set out in “Tenderer’s Proposal – Equipment Support and Maintenance” and “”Tenderer’s Proposal - Software Support” documents.

**10. TRAINING**

10.1 The contractor shall carry out the training as set out in the “Tenderer’s Proposal – Training” document.

**11. FUTURE PURCHASES**

11.1 At any time up to the end of the Warranty Period or, where there are more than one warranty period under this contract, the last warranty period, SCCC shall be entitled to purchase from the contractor any additional quantity of the equipment and materials set out in the Price Schedule of Tenderer’s Offer which are marketed by the Contractor at a price not exceeding the price for the same set out therein.

**12. COMPLIANCE WITH LAW**

12.1 The contractor shall comply with and satisfy all requirements under all laws and regulations relevant or applicable to the performance of his obligations under this Contract and shall indemnify SCCC in respect of all costs and expenses and any liabilities whatsoever which may be incurred under or in connection with such laws and regulations.

**13. PROPERTY & RISK**

13.1 The property in any items or part of the Equipment shall pass to SCCC on delivery to the site and the risk therein shall pass on the expiry of the warranty period that relate to the item or part of the Equipment so delivered.

**14. VARIATIONS**

14.1 Any variation of the provisions of this contract shall be subject to the mutual consent on writing of SCCC and the Contractor.

**15. ASSIGNMENT**

15.1 The contractor shall not transfer or assign the contract or any part, share or interests therein.

**16. EQUIPMENT AND MATERIALS**

16.1 All equipment and materials supplied shall be new and in strict conformance with the Technical Specifications and shall be of good quality and suitable for their required purpose.

**17. PROCEDURE ON SITE**

17.1 The contractor shall keep upon the site a competent supervisor who shall attend to the Works at all time. Any instructions given to the supervisor by SCCC shall be deemed to be given to the contractor.

17.2 The contractor shall, if required by SCCC, furnish to him a list of the names, nationalities and other particulars of the employees and workmen engaged for or by him for the purpose of the Works.

17.3 The Contractor shall be responsible for the proper behaviour of employees and workmen engaged for or by him and shall remove any such employee or workmen who is not acceptable to SCCC and the contractor shall indemnify SCCC against any claims by such employee or workmen arising from such removal.

17.4 Unless prior arrangements are made with and agreed to in writing by SCCC, the Contractor shall carry out all works on the site under his contract during SCCC’s official working hours, i.e. Monday to Friday, from 8.00am to 12.00pm and 1.00pm to 6.00pm.

17.5 The contractor shall during the execution of the works take all necessary precautions to prevent damage to furniture, fittings and other properties on the site.

17.6 Where necessary, the contractor shall supply and place at appropriate places on the Site signs to give warning of work in progress.

17.7 The Contractor shall keep the Site clean and shall remove speedily from the site debris and rubbish generated by the works and properly disposes of the same.

17.8 SCCC shall not be liable for loss or damage to the Contractor’s property placed or left on the Site or elsewhere on SCCC property.

**18. PAYMENTS**

18.1 Payment for the equipment shall be made by SCCC within **thirty (30) days** of the successful completion of the Acceptance Test or the last test to be conducted. Where SCCC does not require any test to be conducted, payment shall be made within **thirty (30) days** of the date on which the equipment is fully installed and operational.

**19. SECURITY DEPOSIT**

19.1 The Contractor shall place with SCCC by way of a cheque or banker’s draft a security deposit for a sum equal to **10%** of the Contract Price as security for the due performance and observance of the Contractor’s obligation to this Contract.

19.2 SCCC may accept a banker’s guarantee for the purpose stated in lieu of Security Deposit to be furnished in the form of the Draft Banker’s Guarantee or such other form as may be acceptable to SCCC.

19.3 The Security Deposit shall be refundable after the expiry of the Warranty Period or, where there is more than one warranty period under this Contract, the last such warranty period subject to the Contractor having rectified any defects in the Works to the satisfaction of SCCC and/or any claims that SCCC may have under this Contract.

19.4 SCCC may retain **Ten percent (10%)** of the Contract Price if the security deposit is not made upfront. Such monies retained shall be payable to the Contractor after the expiry of the Warranty Period or, where there are more than one warranty period under this Contract, the last warranty period subject to the Contractor having rectified any defects in the Works to the satisfaction of SCCC and any claims which SCCC may have under this contract.

**20. LATE COMPLETION**

20.1 If the proposed Contractor fails to complete the installation of the equipment/or service or the Equipment is not fully operational by the System Completion Date, the Contractor shall be liable to pay liquidated damages at the rate specified in the Invitation to Tender.

**21. TERMINATION**

21.1 SCCC may terminate this Contract with immediate effect by giving notice in writing to the Contractor on any one of the following grounds:

* + 1. If the Contractor has wholly suspended work without justification or is failing to proceed with due diligence and due expedition and following expiry of two weeks’ written notice from SCCC to that effect has failed to take effective steps to recommence work or is continuing to proceed without due diligence or expedition, as the case may be;
		2. If the Contractor refuses or persistently fails or neglects to comply with the instructions of SCCC issued under the provisions of this Contract and following expiry of two weeks written notice from SCCC to that effect has failed to take effective steps to comply with the said instructions; and
		3. If the Contractor becomes bankrupt or insolvent or makes a composition with creditors or if, being a company, a winding-up order of any kind is made in respect of the Contractor, or if a receiver or manager is appointed over the Contractor’s undertaking or assets or possession of or execution on any part of such undertaking or assets is taken or levied by creditors.
	1. Upon termination under sub-clause 21.1
		1. SCCC may engage other contractors to complete those parts of the Works uncompleted by the Contractor and the Contractor shall be liable to SCCC for all additional costs incurred thereby. The Contractor shall also pay liquidated damages for delay calculated in accordance with Clause 20 as if he had himself completed the Works on the date of actual completion by those other contractors engaged by SCCC;
		2. SCCC may withhold payment of any monies payable to the Contractor until the Works are completed and the damages payable to SCCC arising from such termination are quantified and ascertained by SCCC (such quantification and ascertainment to be made within a reasonable time) and if the aggregate amount of such damages and all monies paid to the Contractor under this Contract exceeds the Contract Price, such excess amount shall constitute a debt payable to SCCC by the Contractor; and
		3. the Contractor shall remove from the Site, if required by SCCC any temporary structures, plants, tools, goods, materials and equipment brought thereon by or for the Contractor and if the Contractor fails to do so within the time stipulated in the said notice for such removal, SCCC shall be entitled to store, remove, sell or otherwise deal with or dispose of the same and the Contractor shall be liable to and shall indemnify SCCC for or against any costs, expenses and liabilities whatsoever incurred by SCCC in so dealing with or disposing the same. In the event that the said temporary structures, plants, tools, goods, materials and equipment are sold, the proceeds after the deduction therefrom of such monies as are due to SCCC from the Contractor shall be held for the Contractor for a period of not less than one month from the date of posting of a notice to the Contractor to collect the said proceeds from SCCC and if the said Contractor fails to collect the same from SCCC within the said period, he shall be deemed to have disclaimed any rights to or interests in the said proceeds. The Contractor shall not be entitled to make any claims whatsoever against SCCC or its employees or agents for any action taken by SCCC in accordance with the provisions of this sub-clause.

21.3 The rights of SCCC specified under clause 21 shall be in addition to such other rights and remedies as SCCC may have or be entitled to against the Contractor for breach of contract or otherwise.

**22. NON-DISCLOSURE**

22.1 The tenderer agrees not to disclose, reveal or divulge to any person or entity any information concerning the organisation, business, finances, transactions or other affairs of SCCC which may come to the tenderer’s knowledge at any time during or after the agreement term, unless SCCC grants written consent of such a disclosure. If need to be, all tenderers are required to enter into a non-disclosure agreement with SCCC.

**23. INDEMNITIES**

23.1 The Contractor shall indemnify and keep SCCC indemnified against all claims, demands, actions, judgements, damages, costs and expenses for personal injury or death arising directly or indirectly from the Works or the performance of this Contract unless the same are due to the act or neglect of SCCC or its employees or agents.

23.2 The Contractor shall indemnify and keep SCCC indemnified against all claims, demands, actions, judgements, damages, costs and expenses for damage to property which are caused directly or indirectly by any act or omission or negligence of the Contractor, his employees or agents or any person for whom the Contractor is responsible or due to any circumstances within the Contractor’s control.

23.3 The Contractor shall indemnify and keep SCCC indemnified against all claims, demands, actions, judgements, damages, costs and expenses in respect of any infringement or alleged infringement of any patent, copyright, trade secret or other property right which infringement or alleged infringement arise directly or indirectly from the performance of this Contract or use of the Equipment or any matter relating thereto unless such infringement or alleged infringement is due solely to the use of any specifications or drawings provided by SCCC.

23.4 None of the indemnities shall be defeated or reduced by reason of the fact that SCCC may have neglected or omitted to exercise any powers of supervision or control whatsoever that is may have under this contract.

**24. THIRD PARTY INSURANCE**

* 1. As a condition precedent to the commencement of the Works, the Contractor shall insure:-
		1. Against his and SCCC’s liabilities and that of SCCC’s employees in respect of or in connection with personal injuries or death arising directly or indirectly from the Works or the performance of this Contract.
		2. Against his and SCCC’s liabilities and that of SCCC’s employees in respect of or in connection with any damage to property (other than the Works) arising directly or indirectly from the Works or the performance of this contract; and
		3. Against his and SCCC’s liabilities and that of SCCC’s employees in respect of any liability to the Contractor’s employees or workmen or such persons engaged for the purposes of the Works under the Workmen’s Compensation Act with any amendments, modifications thereto or re-enactment thereof or any law.
		4. Such insurance shall be taken out with an insurer approved by SCCC for such period(s) and on such terms as SCCC may require and in default of production of a satisfactory relevant policy or premium receipt or current certificate of insurance from such insurer SCCC may itself insure against the risks described in sub-clause23.1 and recover the costs thereof from the Contractor and/or deduct such cost from any sums due to the contractor.

**25. WAIVER**

25.1 The failure by SCCC to enforce at any time or any period any one or more of the terms or conditions of this contract shall not be a waiver of them or of the right at any time subsequently to enforce all terms or conditions of this Contract.

**26. NOTICE**

26.1 Any notice to be served on the Contractor under this contract may be sent by post in an envelope addressed to the Contractor at his place of business or residence last known to SCCC or at the Contractor’s registered office, as the case may be, and any notice so posted shall be deemed to have been given at the time when the same would normally be delivered in the ordinary course of post.

**27. ARBITRATION**

27.1 Any dispute or difference between the parties in connection with this Tender Document or this Contract or any matter related thereto shall be referred to arbitration in Singapore in accordance with the Arbitration Act with any amendments, modifications thereto or re-enactments thereof.

**28. APPLICABLE LAW**

## This Tender Document and this Contract shall be construed in accordance with and governed by the Laws of Singapore.

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| **DRAFT BANKER’S GUARANTEE** |

## To : Singapore Chinese Cultural Centre

 1 Straits Boulevard, #11-01

 S(018906)

**RE : << WORKS>>**

WHEREAS << Name and Address of Contractor>> (“the contractor”) has entered into a contract (“the Contract”) with you on the terms of the Form of Tender dated the \_\_\_\_\_ day of \_\_\_\_\_\_ in a Tender Document(“the Tender Document”) submitted by the Contractor to you for the above Works which are more particularly described in the Tender Document;

AND WHEREAS by the provisions of the Conditions of Contract (“the Conditions of Contract”) in the Tender Document the Contractor is required to make a deposit with you in cash in the amount S$ \_\_\_\_\_\_ (“the Security Deposit”) as a security deposit for the due performance and observance of the Contractor’s obligations under the Contract;

AND WHEREAS we [name and address of banker] …… have requested you to accept an unconditional guarantee in lieu of the security deposit and you have agreed to accept the same.

NOW IN CONSIDERATION OF THE PREMISES :

1. We guarantee to pay to you forthwith upon demand made to us in writing a sum or sums not exceeding in the aggregate the sum of Singapore Dollars (S$……) (“the Guaranteed Sum”). We will pay you the Guaranteed Sum or part thereof as may be requested by you without any proof that you are entitled to reimburse yourself with or utilise such sum or that the Contractor is in default or is in breach of any agreement with you. We will however accept for the account of the guarantee any sum returned by you to us.
2. We expressly agree and declare that this guarantee shall not be prejudiced diminished or affected in any way nor shall we be released or otherwise exonerated by any act omission fact circumstance matter or thing which but for this provision might operate too or otherwise exonerate us including without limitation any arrangement whatsoever made between yourself and the Contractor with or without our consent or knowledge including any alteration in the obligations undertaken by the Contractor or any forbearance by you in respect of those obligations.
3. The Guarantee shall take effect immediately and shall continue until (expiry date of warranty period) and thereafter shall be extended from year to year without request until the Contractor shall have discharged all his obligations under the Contract or the Contract is terminated by SCCC, whichever shall first occur.
4. You may make more than one claim under this Guarantee provided that the claims in aggregate do not exceed the Guaranteed Sum.
5. All claims made by you under this Guarantee must be in writing to us not later than six months from the expiry of this Guarantee or any extension thereof.

Dated the \_\_\_\_\_day of \_\_\_\_\_ 20\_\_\_\_\_

SIGNED BY

[NAME]

AS

[DESIGNATION]

FOR AND ON BEHALF OF

[NAME OF GUARANTOR]

in the presence of

[NAME]

[DESIGNATION]

SIGNATURE

ADDRESS

|  |
| --- |
| **REQUIREMENT SPECIFICATIONS** |

1. **Scope of Work**
	1. Tenders are invited to tender for the provision of security services and the supply of security officers for a period of **twenty-four (24) months** from **15 December 2022 to 14 December 2024**, with an **option** to extend for **twelve (12) months** at the Singapore Chinese Cultural Centre (SCCC).
	2. Singapore Chinese Cultural Centre is a hub which collaborates with arts and cultural groups and community partners to promote and develop local Chinese culture. Through engaging and accessible content, we hope to nurture greater appreciation of our multi-cultural identity and a stronger sense of belonging. Opened by our Patron, Prime Minister Lee Hsien Loong on 19 May 2017, our centre in the heart of city welcomes everyone to enjoy exhibitions, fairs, performances, seminars, talks, workshops and other cultural activities throughout the year.
	3. With a Gross Floor Area (GFA) of 15,122 square meters, SCCC have various event venues catered to all kind of programmes and activities.
2. **SCOPE OF WORK**
	1. **General**
		1. To ensure the safety and security of members of the public, SCCC employees, visitors, vendors and tenants and to guard against loss of assets on the Site.
		2. To take accurate notes of unusual occurrences and report any suspicious incidents to higher management.
		3. To maintain public order at all times and to guard against vandals and deter crimes.
		4. To implement crowd control management procedures on and surrounding the Site.
		5. To conduct/implement bag checking procedure for all the venues when required.
		6. To enforce compliance of all rules and regulations as set out by SCCC including the appropriate use of personnel security equipment.
		7. To conduct basic investigation and prepare reports of incidents that occurred within the premises together with all necessary information for submission to the authorities or persons where directed by SCCC.
		8. To submit occurrence and incident reports and completed security tour patrol reports and or printouts to SCCC.
		9. To keep records of essential books such as Attendance, Occurrence, Visitor, Keys, Vehicle log, etc.
		10. To apply first-aid and fire-fighting techniques when required and to participate in all emergency drills and be part of the CERT Team (at least 3 members per shift).
		11. To attend safety and or service quality training provided by SCCC.
		12. To detain suspect(s) as directed by SCCC until the arrival of the police.
		13. To monitor and manage loading and unloading bays, carparks and surrounding the Site.
		14. To safeguard and issue keys and to keep records of key(s) movement.
		15. To switch on and off lighting, air-conditioners, water-taps and to lock and unlock doors and gates at designated timings.
		16. To inspect equipment when patrolling or to observe the equipment to establish their functions, report immediately if the equipment is showing sign/s of breakdown/danger
		17. To maintain visitor information.
		18. To submit monthly reports pertaining to manpower, incidents, training etc. SCCC reserves the right to include any content as and when deemed necessary.
	2. **Guard Post Functions**
		1. To allow only authorized personnel and vehicles into the premises.
		2. To conduct spot checks or screen personnel and vehicles if directed by SCCC.
		3. To ensure cleanliness of the guard-static locations.
		4. To ensure that visitors, contractors and vendors are issued with passes and their particulars recorded.
		5. To monitor the movement of outgoing products and equipment against the delivery and or purchase orders if instructed.
		6. To attend to control-barriers ensuring that barriers are lowered and raised safely and to prevent unauthorized entry.
		7. To monitor time card recorders or electronic card access of SCCC employees so as to prevent falsifications if directed.
	3. **Patrolling Functions**
		1. To deter acts of vandalism, trespassing and break-ins when patrolling.
		2. To ensure that no authorized or suspicious person(s) is found loitering.
		3. To deter irregularities of all M & E facilities; exit doors, lights, fire hoses, extinguishers etc and to report defects.
		4. To attend to any acts of vandalism, malfunction, faulty security lighting, fire hazards, blockage of fire-escape doors, water, gas and chemical leakage, recognizing the hazards and thereupon minimizing damage or extinguishing and preventing such hazards.
		5. Clocking to be done at selected points and at regular intervals. Penalty of $20 will be imposed on each missed clocking point.
		6. Clocking points and time are designated as follows per shift:

Day shift clocking time:

0800 hrs 1100 hrs 1400 hrs 1700 hrs

Night shift clocking time:

2000 hrs 2300 hrs 0030 hrs 0200 hrs 0330 hrs 0500 hrs

Clocking points:

|  |  |
| --- | --- |
| SCCC BuildingCP-01 LT consumer switch roomCP-02 MDF roomCP-03 Level 3 carparkCP-04 Level 4 carparkCP-05 Level 5 carparkCP-06 Level 6 carparkCP-07 Level 6 Recital Studio CP-08 Level 6 Resource RoomCP-09 Level 7 Multi-Purpose HallCP-10 Level 9 Auditorium/ VIP room | CP-11 Level 9 Auditorium storeCP-12 Level 10 Practice RoomCP-13 Level 10 Auditorium dressing roomCP-14 Level 11 Main EntranceCP-15 Level 11 Server room/ PantryCP-16 Roof Top GardenCP-17 Level 4 BMS/ LAN roomCP-18 Level 2 GalleryCP-19 Level 1 Concourse CP-20 Level 1 LT consumer switch room |

* 1. **Fire Command Centre (FCC)/Building Automation System (BAS)**
		1. To be in-charge and to monitor all the Card Access, Close-Circuit Televisions (CCTV) and equipment in the Fire Command Centre (FCC) & Security Counter.
		2. To monitor and attend to Close-Circuit Televisions (CCTV), Air-Conditioning Mechanical Ventilation (ACMV) and lifts (including cases of persons trapped in lift).
		3. To respond to smoke or fire alarm panel’s activation, therefore executing isolation, silencing and reporting procedures.
		4. To monitor and attend to all intruder alarm activations.
		5. To perform basic Building Management System (BMS) operations such as turning on/off fan coil units, air handling units etc.
		6. To make announcements through the Public Address (PA) system when required.
		7. To contact third-party fire alarm monitoring company/station in the event of activation.
		8. To contact the respective service providers in the event of malfunction or defects of any building services and facilities.
		9. To carry out basic room access programming as and when required**.**
	2. **Car Park Functions**
		1. To ensure no illegal and indiscriminate parking within the premises.
		2. To attend to the automated barrier if there is a malfunction.
		3. To handle complaints of motorists pertaining to car parking problems.
		4. To execute wheel clamping and issue parking violation notices when directed.
		5. To collect parking fees in the event of failure of the car park system.
		6. To control and direct traffic within the premises when necessary.
		7. To report illegal parking to the Land Transport Authority and be present in court to testify against the motorist if required.
		8. To monitor the attendance of the cleaners and other outsourced contractors performing routine/corrective maintenance work.
	3. **Escort duties**
		1. To escort vendors, contractors or guests to the respective locations within the premises.
		2. To provide escort for repatriation or for police purposes.
	4. **Temperature Screening**

2.7.1 To perform temperature screening for SCCC employees, vendors and visitors during an outbreak of pandemic disease / and other acute respiratory diseases.

1. **CODE OF CONDUCT**

The Contractor shall ensure that every security officer deployed at SCCC are skilful and qualified to provide high standards of service in security and customer care.

* 1. **General**

Security officer shall:

* Display the Police Licensing and Regulatory Department (PLRD) license and SCCC’s access card prominently when performing their duties.
* Be punctual when reporting for duty at the Site.
* Carry out the tasks as stipulated under this Contract.
* Comply with policies, rules, guidelines and instructions of SCCC.
* Be properly attired in full uniform and shall use proper Personal Protection Equipment (PPE) when required. The security officer must ensure that their name tags are prominently displayed at all times.
* Be alert and vigilant at all times and must not engage in personal activities such as sleeping, consuming of alcohol, using of mobile devices for personal matters or engage in any other inappropriate activities when on duty.
* Be courteous, tactful and professional at all times when dealing with SCCC employees, visitors, tenants and members of the public.
* Not commit assault or intimidate any person(s) in the course of duty.
	1. **Obedience to Order**

No security officer shall disobey, or without good and sufficient cause omit or neglect to carry out any awful order, written or verbal, given by his supervisor to whom he is responsible.

* 1. **Neglect of Duty**

No security officer shall:

* Neglect, without due and sufficient cause, to attend to carry out anything which is his duty to do so as a security officer;
* Fail to carry out his work in accordance with instructions;
* Leave his place of duty without due permission or sufficient cause; or
* Fail to make any necessary report and entries in any official document or book kept in the course of his work.
	1. **Falsehood**

No security officer shall:

* Knowingly make or sign any false statement or entry in any official document or book;
* Willingly or negligently make any false, misleading or inaccurate statements; or
* With due and sufficient cause, destroy, mutilate, alter or erase any document.
	1. **Breach of Confidence**

No security officer shall:

* Divulge or discuss any matter which is his duty to keep it in strict confidence;
* Without due authorization, show any book, record or document in connection with his work which is regarded by SCCC as being classified as confidential or secret to an unauthorized person; or
* Make any anonymous communication about his work to any person.
	1. **Corrupt Practice**

No security officer shall:

* Solicit or receive any bribe or other consideration from any person with whom he comes into contact during the course of duty;
* Improperly use his position to his personal advantage; or
* Fail to account for any found property or monies received while in his official capacity.
	1. **Unnecessary Exercise of Duty**

No security officer shall:

* Be uncivil to any person encounter in the course of his work, or use language of a type which a person could reasonably object; or
* Make unnecessary use of his authority in such a manner as to cause reasonable complaint by a person who is lawfully on SCCC’s premises.
	1. **Discreditable Conduct**

No security officer shall act at any time in a manner reasonably likely to bring discredit upon his fellow officer or upon SCCC.

* 1. **Malingering**

No security officer shall exaggerate any sickness or injury with a view to evading his normal duties thereby causing added burden upon his fellow officer.

* 1. **Attire**

All security officers while on duty must be smartly dressed. Name tags must be put on at all times for all officers including officers under probation. Their uniforms shall be ironed and free of stain. Belt, shoes and socks shall be in black.

* 1. **Drunkenness**

No security officer shall carry out duty under the influence of liquor.

* 1. **Conviction For Criminal Offence**

No security officer, if he is convicted of any criminal offence, shall fail to divulge the fact to his superior.

1. **TRAINING OF SECURITY OFFICER**
	1. All security officers irrespective of their appointments shall respectively undergo the following training programmes according to schedule. Retraining cycle will be on a yearly basis. Each officer will have a training record in their personnel file and be updated accordingly.
	2. All security officers’ PLRD approved grade/ records are required to be submitted to SCCC before they are assigned to SCCC for on-the-job training.
	3. All security officers are required to undergo a min of 5 days of OJT. They are required to pass the in-house test conducted by SCCC before they are allowed to perform any official duty on Site.
	4. The training shall include:
* FCC/ BMS training
* Enhanced security course
* Induction training
* Bomb threat training
* Safety induction briefing
* On-the-job-training (Security equipment)
* On-the-job-training (Security procedures)
* On-the-job-training (Emergency procedures)
* First-aid and basic fire fighting
* Emergency response drill exercise
* Motivational seminars
* Customer service skills training
	1. At all times (both morning and afternoon shifts) the security officers being deployed on site should have the following training/certification.
		+ 1. Respond to Fire Incident in Workplace (3x security officer)
			2. Crowd & Traffic Control Management (2x security officer)
			3. Conduct Security Screening of Person & Bag (2x security officer)
			4. Implement Incident Management Process (1x security officer)
			5. AED & Emergency First Aid (3x security officer)
			6. Perform Security Duties at Protected Areas and Protected Place (All security officers)
1. **KEY PERFORMANCE INDEX (KPI)**
	1. The onsite security officer or supervisor should arrive at the scene of incident not later than 10 minutes after the incident has occurred.
	2. The off-site operations manager/supervisor should arrive at the scene of incident not later than 1 hour after the incident has occurred.
	3. The incidents include any possible break-in, fire alarm activation or breach of security, emergency, etc.
	4. The security officer shall act on the incidents accordingly and inform the supervisor immediately. The onsite Senior Security Supervisor (SSS), Security Supervisor (SS) and Security Officer (SO) shall base off the standard operating procedure of SCCC to escalate.
	5. All security officers are to be closely monitored while on the job by the operations manager/supervisor.
	6. There should be a 24-hour hotline provided by the Contractor so that the operations manager/supervisor can be contacted at any time.
	7. The Senior Security Supervisor (SSS) shall submit the monthly reports within 7 working days in the following month.
	8. To plan, conduct and submit one security audit report at the end of the 2 years contract.
2. **EQUIPMENT AND ACCESSORIES**

The Contractor shall provide the following equipment and ensure that:

* 1. All the security officers shall be equipped with a pen, a pocket size note book, a torch light and a whistle.
	2. Security officers carrying out duty at the service road at night shall don a reflective vest.
	3. Two (2) security body worn CCTV camera (per shift with necessary accessories and spare battery to last through the shift) shall be provided when they are carrying their duty/clocking.

Body worn CCTV Camera Spec as follows:

* + 1. **HD 1080p / 720p** video and audio recording
		2. Built-in **32GB** memory
		3. **8 to 10 hours** battery life
		4. A large field of view and offers various types of docks, clips, and mounts for making it easier to carry the body-cam on a person
		5. With robust & weatherproof design
		6. One button photo and video recording, simpler to activate in emergency situation
	1. One (1) smart phone, with group talk/chat, voice and video function Apps (e.g. What’s app/ Skype/ Webex Team/ Line/ Chat).
	2. Two (2) island wide coverage mobile talkies (GRID) with spare battery, c/w earpiece and mic shall be provided (one for Senior supervisor, one for SCCC) at the Site.
	3. Eight (8) new walkie-talkies c/w earpiece and microphone with spare battery shall be provided by the Contractor for each security officer and three (3) for SCCC.
1. **LIQUIDATED DAMAGES**

The following amount shall be provided to Singapore Chinese Cultural Centre in the form of credit note for respective non-compliance or loss of item:

|  |  |  |
| --- | --- | --- |
| **S/N** | **Description** | **Amount will be provided**  |
| 1. | Missed clocking point | $20 per point |
| 2 | Late for duty without approval | $0.50 for every minute  |
| 3 | Early dismissal from duty without approval | $0.50 for every minute  |
| 4 | Leaving Site during duty hours without approval  | $1 for every minute plus prorated amount of tender sum |
| 5 | Absenteeism | $200 plus prorated amount based on Contract Price rates |
| 6 | Loss of key | $200 per key |
| 7 | Unauthorised duplication of key | $200 per key |
| 8 | Loss or mis-handling of security access card | $50 per security card |
| 9 | Improper attire (missing button, torn uniform, stained uniform, hole in uniform, unfit uniform etc.) | $20 per occurrence |
| 10 | Failure to wear name badge  | $20 per person per day |
| 11 | Failure to carry proper equipment and accessories | $20 per item |
| 12 | Failure to man the main counter/ entrance | $100 per incident |
| 13 | Storage of items / equipment in the hose reel riser / dry riser/ breach of fire safety practices | $100 per item |
| 14 | Late submission of monthly report | $50 per day late |

1. **SECURITY OFFICER DEPLOYMENT**

Location: SCCC building, 1 Straits Boulevard, Singapore 018906

|  |  |  |  |
| --- | --- | --- | --- |
| **Composition** | **Qty** | **Schedule** | **Timings** |
| Senior Security Supervisor (SSS) | 1 | Monday to Sunday including public holidays | 0800hrs to 2000hrs |
| Security Supervisor (SS)  | 1 | 0800hrs to 2000hrs  |
| Senior Security Officer (SSO) | 2 | 0800hrs to 2000hrs |
| Senior Security Supervisor (SSS) | 1 | 2000hrs to 0800hrs |
| Security Supervisor (SS) | 1 | 2000hrs to 0800hrs |
| Senior Security Officer (SSO) | 2 | 2000hrs to 0800hrs |

1. **Emergency Response, Disaster Recovery and Business Continuity Plan**
	1. The Vendor shall develop and maintain the following plans for situations that may arise under their particular scope of works:
* Emergency Response Plan
* Disaster Recovery Plan (including flu pandemic, fire and water disaster etc)
* Business Continuity Plan
	1. The Plans shall minimally conform to statutory requirements, such as requirements of the Singapore Civil Defence Force. The Vendor shall ensure that the Plans are up to date and applicable for current context.

**10. Termination**

The Contractor is not allowed to terminate this contract for the first three months. After three months in contract, SCCC or the Contractor may terminate the contract by giving three months written notice. The liquated damage under sub-clause 2.11 is still applicable during the notice period.

In the event that the Contractor does not intend to exercise the option to renew the contract for another one year, three months written notice is also required. The liquated damage under sub-clause 2.11 is applicable during the notice period as well.

1. **FEE QUOTATION / COSTING**
	1. The Tenderer shall provide a breakdown of the fee quotation for each other areas listed under the Price Schedule of Tenderers Offer.
	2. The fee quotation must include all costs and expenses arising from the work and services rendered, including by not limited to cost of labour and training, logistics, equipment and administration costs
2. **KEY MANDATORY REQUIREMENT**
	1. Tenderers must first satisfy the following critical evaluation criteria before their tender proposal will be considered:

|  |  |  |
| --- | --- | --- |
| **S/N** | **Category** | **Description** |
| a) | Attendance | Attended the compulsory Tender Briefing |
| b) | Safety Standard | Assessed by WSHC and given BizSafe 4 and above at the date of Tender Closing. |
| c) | Track Record | This shall include, without limitation, the following considerations:1. At least three (3) years of experience in providing security services and has provided at least two (2) similar security services for office building with performance venues and occupancy of at least 1,000 occupants within that period.
 |
| 1. EPPU requirements of EPU/SER/43 Service (Security) with the financial grading of not lower than S8 (S$10,000,000) and provide information of their Net Tangible Asset and Revenue. Capability/Capacity of the management team, source of funds and financial viability and stability.
 |
| 1. Complies with the Progressive Wage Model (PWM) requirements required by the Private Security Act (PSIA) administered by the Police Licensing and Regulatory Department (PLRD)
 |

1. **ASSESSMENT FOR OTHER EVALUATION CRITERIA**
	1. Tenderers who have satisfied the mandatory requirement above will be evaluated based on the following weightages:

|  |  |  |  |
| --- | --- | --- | --- |
| **S/N** | **Category** | **Description** | **Weightage** |
| a) | Conformity to Tender Specifications | Conformity to requirements as stated in above | Mandatory |
| b) | Jobs/Training/Manpower DeploymentCompliance | Proposal of the manpower deployment with a record of all their training to be submitted and ensure they met the requirements stated in this Tender. | 40% |
| c) | Pricing | Price competitiveness based on proposal | 50% |
| d) | Value-add services (if any)  | 24-hour Command Centre, Roving Unit, Work Development Agency’s Approved Training Centre, Event Security Service, Close Protection Service, etc | 10% |

1. **SUBMISSION REQUIREMENT**

You are required to submit the following additional documents as part of the Submission.

* 1. Company Profile: ISO, Safety records (if any) and other accreditations
	2. Officer Training Plan
	3. Proposed Implementation Plan / Roll out plan
	4. Organisation structure and Manpower Deployment

Setup and structure of the Tenderer including the details of all key employees, contact numbers and the overall organization strength. The details of the key employees shall include their qualifications and years of experience both within the industry and with the firm. Manpower deployment plan shall include the proposing of working hours of the workers etc.

* 1. Proposed Management Plan

The proposal shall highlight all relevant management aspects such as the team structure, the management strategy and the demonstration that the Tenderer has the capabilities and capacity to deliver the standard and level of service required by SCCC as set out in the Specifications and throughout the Tender Document.

* 1. SOP Development & Management Plan, SOP for Emergency Response, Business Continuity Plan and Crisis Management Plan
	2. Workplace Health & Safety Management & Audit Plan
	3. Proposed system to manage and control all records and information (breakdown, repairs, complaints, feedback, instructions etc.) to ensure smooth running and maintenance of the operations on Site.
	4. Staff incentive Proposal
1. **QUERIES**

All queries pertaining to this tender are to be directed to:

Mr. Thong Saik Fai, Alvin

Manager, Estates

Tel : 6812 7602

Email : estates@singaporeccc.org.sg

Mr. Phua Ann Chuan

Assistant Director, Estates

Estates Department

Tel : 6812 7608

Email : estates@singaporeccc.org.sg

The Centre reserves the right not to entertain queries which it considers to be irrelevant, spurious or prejudiced to one tenderer.

|  |  |
| --- | --- |
| **TenderER’S OFFER** | **FORM A** |
| To: Singapore Chinese Cultural Centre 1 Straits Boulevard, #11-01, Singapore 018906 | **Tender No:** | **SCCC/EST/2022/002** |
| **Name of Tenderer:** |  |
| **Tenderer Address & Telephone No:** |  |
| 1. We, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name in block letters) hereby offer and undertake on the acceptance of this tender to supply, deliver, install, test, commission and maintain all the works and items as mentioned in the Technical Specifications and subject to the Conditions of Contract.

Our tender is made to subject to the Conditions of Tender and we agree that our tender remains open for consideration for a period of **180 days** commencing on the closing date for the submission of tenders i.e., on **07 October 2022, 2.00pm.**1. We understand that you are not bound to accept the lowest or any tender you may receive and that you reserve the right to and we agree that you may accept our tender in whole or in part in accordance with of Tender Guidelines.

Unless and until a formal agreement is executed, as may be required by you in the Tender Guidelines, our offer with any authorised Variations and your written acceptance thereof shall constitute a binding agreement between us.1. We agree that as and when requested by SCCC, we shall extend the validity of this offer for one or more periods not exceeding in total \_\_\_\_\_\_\_\_ calendar months.
2. Our price (herein referred to as the “Contract Price”) for the equipment and services to be supplied, installed and provided by us is: **S$**\_\_\_\_\_\_\_\_\_\_\_\_\_, excluding GST.
3. A breakdown of the Contract Price for the equipment and services is given in the Priced Schedule attached hereto.
4. We further undertake to give you any further information, which you may require.

Dated this \_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 2022. |
| Tenderer’s Company or Business Registration No: | Tenderer’s official Stamp: |
| Authorised Signature: |
| Name: | Telephone/Handphone No:Fax:  |
| Designation: | Email: |
| *NOTICE : This Form must be duly completed and signed. Any change to its wordings may render the Tender liable to DISQUALIFICATION.* |

##

|  |  |
| --- | --- |
| **TENDERER’S PROFILE** | **FORM B** |
| Company’s Name: |  |
| Address: |  |
| Country of Incorporation: |  |
| Year of Establishment: |  |
| Ownership: |  |
| EPPU/BCA/NPA No.*(State Financial Category)* |  |
| GST Registration No. |  |
| Total Paid-up Capital: |  |
| *Please attach copy of the following:** *Organisation Chart*
* *Latest Audited Balance Sheet and P&L Statement*
* *List of Reference Customers*
 |

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| --- | --- |
| **PRICE SCHEDULE OF TENDERER’S OFFER** | **FORM C** |
| **S/N** | **Staffing level** | **No. of Units** | **Schedule** | **Timing** | **Rate per month** |
| 1 | Senior Security Supervisor (SSS) | 1 | Monday to Sunday including public holidays | 0800hrs to 2000hrs |  |
| 2 | Security Supervisor (SS) | 1 | 0800hrs to 2000hrs |  |
| 3 | Senior Security Officer (SSO) | 2 | 0800hrs to 2000hrs |  |
| 4 | Senior Security Supervisor (SSS) | 1 | 2000hrs to 0800hrs |  |
| 5 | Security Supervisor (SS) | 1 | 2000hrs to 0800hrs |  |
| 6 | Senior Security Officer (SSO) | 2 | 2000hrs to 0800hrs |  |
| **Total per month** |  |
| **Total per annum** |  |
| **Total for 24 months (CONTRACT PRICE)** |  |
| **Upon Request, ad hoc services:**1. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per month per Senior Security Supervisor (SSS)
2. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per month per Security Supervisor (SS)
3. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per month per Senior Security Officer (SSO)
4. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per month per Security Officer (SO)
5. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per week per Senior Security Supervisor (SSS)
6. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per week per Security Supervisor (SS)
7. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per week per Senior Security Officer (SSO)
8. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per week per Security Officer (SO)
9. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per 12 hours shift per Senior Security Supervisor (SSS)
10. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per 12 hours shift per Security Supervisor (SS)
11. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per 12 hours shift per Senior Security Officer (SSO)
12. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per 12 hours shift per Security Officer (SO)
13. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per hour per Senior Security Supervisor (SSS)
14. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per hour per Security Supervisor (SS)
15. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per hour per Security Senior Security Officer (SSO)
16. \* Ad hoc charge at $\_\_\_\_\_\_\_\_ per hour per Security Officer (SO)
17. Security audit at $\_\_\_\_\_\_\_\_ per audit exercise

\* Ad hoc charges applicable to weekends and public holidays for both day and night shift.\*\* The Price Schedule of the Tenderer’s Offer shall apply for ad-hoc request for monthly Senior Security Supervisor (SSS), Security Supervisor (SS) or Senior Security Officer (SSO). |
|  |

**Description of Works**

To supply security services and the provision of security officers as per the Tender Document on Monday to Sunday (including public holidays) for a period of 24 months from 15th Dec 2022 to 14th Dec 2024 with an option to renew for another 12 months at the same price per annum.

**Notes**

1. All charges quoted exclude GST
2. All prices shall include relief, off-site supervision, management, their transportation and meals
3. All prices shall include the tools of the trade for the sufficiency of the contract
4. The Contract Price rate shall be applied on any increase in permanent staffing level determined by SCCC
5. The Contract Price shall be for a period of 24 months with an option to renew for another 12 months at the same price per annum

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| **Tenderer’s Proposal – Equipment Specification** | **FORM D** |
| ***Item Name &******Description*** | ***Compliance with Technical Specifications (Yes/No)*** | ***Information &*** ***Specifications*** |
|  |  |  |
| *NOTE : Fill in column for Item Name & Description as specified under “ Technical Specifications”* |

|  |  |
| --- | --- |
| **TENDERER’S PROPOSAL - EQUIPMENT SUPPORT AND MAINTENANCE** | **FORM E** |
| 1. Please provide detailed information / description including the following:1. Number and qualifications of engineers directly responsible for maintenance
2. Preventive maintenance policy
3. Response time for unscheduled maintenance
4. Availability of parts and limits to price escalation
5. Maximum length of downtime before replacement equipment is supplied
6. Please state the Key Performance Indicator (KPI), Key Result Area (KRA) and Return Time Objective (RTO), etc for the proposal
 |
| 2.1 Please state the Warranty Period for all equipment and services supplied in the contract.2.2 Please state in detail the maintenance services that are free of charge during the period of warranty stated in para 2.1 above. |
| 3. Please state the annual maintenance charges including managed services and hardware for the subsequent three (3) years and five (5) years |

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| --- | --- |
| **TENDERER’S PROPOSAL – SOFTWARE SUPPORT** | **FORM F** |
| 1. Please provide detailed information / description including the following:1. Number and qualifications of software personnel directly responsible for servicing the system
2. Details of local software support operations
3. List current clients that will substantiate software support claims
4. Response time of unscheduled software maintenance
5. Policy for distribution of software new releases, enhancements and accompanying documents
6. Availability of software personnel for occasional consultation
 |
| 2.1 Please state the Warranty Period for all software and licenses supplied in the contract2.2 Please state in detail the maintenance services that are free of charge during the period of warranty stated in para 2.1 above. |
| 3. Please state the annual maintenance charges for software and licenses for the subsequent three (3) years and five (5) years. |

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| **TENDERER’S PROPOSAL – TRAINING** | **FORM G** |
| 1. Please provide detailed information / description of the training you intend to provide, including the following:1. Type
2. Frequency and duration
3. Venue
4. Cost
5. Training documents
6. Number of attendance if free of charge
 |
| 2. Please propose the detail of the courses/seminars that will familiarize the user with the equipment and services proposed. |

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| **MAJOR PROJECTS COMPLETED BY TENDERER’S COMPANY WITHIN THE LAST 3 YEARS** | **FORM H** |
| ***Govt Bodies/Stat Boards/Other Clients*** | ***Title*** | ***Description of Project*** | ***Contract Value*** | ***Start Date*** | ***End Date*** |
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| **CURRENT PROJECTS UNDERTAKEN BY TENDERER’S COMPANY** | **FORM I** |
| ***Govt Bodies/Stat Boards/Other Clients*** | ***Title*** | ***Description of Project*** | ***Contract Value*** | ***Start Date*** | ***End Date*** | ***Percentage now completed*** |
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| **PROFILE OF TENDERER’S PROJECT TEAM** | **FORM J** |
| (Please complete below and state clearly the qualifications and experience of the staff in your team who would be assigned to this project, if awarded.) |
| ***Name*** | ***Designation*** | ***Yrs of experience*** | ***Qualification*** | ***Experience(Past & current projects)*** | ***Awards*** |
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| **TENDERER COMPLIANCE LIST** | **FORM K** |
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| **STATEMENT OF COMPLIANCE**The Tenderer shall fill in the COMPLIANCE FORM with the following responses: |
| “Compliance” or “C”  | Able to fully comply with the requirements. The Tenderer shall not add comments against the clause that vary the meaning of full compliance to the clause. However, comments indicating references to literature to substantiate the response is permissible. Any other comments which will vary the meaning of full compliance will be ignored. For statements that do not call for the Tenderer to meet a specific requirement but merely informs the Tenderer of a fact, the Tenderer's response shall state “C”.  |
| “Non-Compliance” or “NC”  | Unable to comply with the requirements at all. Explanatory notes must be provided under the column "Remarks" for cases where the compliance is “NC”.  |
| “Not Applicable” or “NA”  | If the items are not relevant to the Tender Offer, use “NA” to indicate not applicable. However, if “NA” is used against clauses/paragraphs requiring responses other than “NA”, it will be assumed that the Tenderer has indicated “C”.  |

The Tenderer shall take note of the language used in the Tender documents.

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| Must, Shall, Will or Mandatory  | The item mentioned is an absolute requirement.  |
| Should, Where Possible or Recommended  | The item mentioned should be followed. Exceptions must be documented and approved by the Government. Compensating controls must be in place.  |
| May or Optional  | The item mentioned is truly optional. It may be followed as a suggestion.  |

It is imperative that all information requested be supplied accurately and concisely. Failure to supply such information may render the proposal disqualified for further consideration. Late submission of such information after the close of the deadline for submission of proposal shall not be entertained.

| **TENDERER COMPLIANCE LIST** | **FORM K** |
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| S/N | Compliance (C/NC/NA) | Remark |
| **2.** | **Scope of Work** |
| 2.1 |   |   |
| 2.2 |  |   |
| 2.3 |  |  |
| 2.4 |  |  |
| 2.5 |  |  |
| 2.6 |  |  |
| 2.7 |  |  |
| **3.** | **Code of Conduct** |
| 3.1 |  |   |
| 3.2 |  |   |
| 3.3 |  |   |
| 3.4 |  |  |
| 3.5 |  |  |
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| 3.8 |  |  |
| 3.9 |  |  |
| 3.10 |  |  |
| 3.11 |  |  |
| 3.12 |  |  |
| **4.** | **Training of Security Officer**  |
| 4.1 |  |  |
| 4.2 |  |  |
| 4.3 |  |  |
| 4.4 |  |  |
| 4.5 |  |  |
| **5.** | **Key Performance Index (KPI)** |
| 5.1 |  |  |
| 5.2 |  |  |
| 5.3 |  |  |
| 5.4 |  |  |
| 5.5 |  |  |
| 5.6 |  |  |
| 5.7 |  |  |
| 5.8 |  |  |
| **6.** | **Equipment and Accessories** |
| 6.1 |  |  |
| 6.2 |  |  |
| 6.3 |  |  |
| 6.4 |  |  |
| 6.5 |  |  |
| 6.6 |  |  |
| **7.** | **Liquidated Damages** |  |
| **8.** | **Security Officer Deployment**  |  |
| **9.** | **Emergency Response, Disaster Recovery & Business Continuity Plan**  |  |
| 9.1 |  |  |
| 9.2 |  |  |
| **10.** | **Termination** |  |
| **11.** | **Fee Quotation / Costing** |
| 11.1 |  |  |
| 11.2 |  |  |
| **12.** | **Key Mandatory Requirement** |  |
| 12.1 |  |  |
| **13.** | **Assessment for Other Evaluation Criteria** |  |
| 13.1 |  |  |
| **14.** | **Submission Requirement** |  |

**Submitted by**

Name:

Company:

Designation:

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Signature and Company Stamp